

**Waukesha County Communications (WCC)**  
**Dispatch Operations Commission**  
*Meeting agenda & summary notes*

**Chair** – Donald Wiemer

**Co-Chair** – John Dahms

**Commission Members**

Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Scott Taubel and Daniel Tushaus

**Meeting Date:** 11-07-05   **Time:** 13:00 – 15:00   **Location:** Waukesha County Communications

**Present:** Greg Jezak, Jeff Johnson, David Reed, Kaye Schwartz-Kumbier, Steve Marks, Scott Taubel, Richard Tuma, Daniel Tushaus, Don Wiemer, Matt Pinter, Mark Mader for Dick Manke and Denise Wingenter

**Meeting Agenda**

Topic(s) To Be Discussed:

1. Training Issues
2. Staffing
3. EMD Score Cards
4. APCO Study
5. Sept. 13, 2005 Storm
6. Grant Money
7. IP Mobil
8. October 12, 2005 Urgent meeting
9. Quality Enhancement Team
10. SOP Changes
11. SOG Changes

**Summary Notes**

1. Training Issues
  - A. The Communications Center has identified training issues. We need to listen better to the caller so we don't have to ask so many questions.
2. Staffing
  - A. All seven Supervisors have been hired. There's also an overfill for dispatchers with Vickie Libeck here until March of 2006. The overfill Supervisor position will be working on inquiry requests to monitor quality and to determine if more training is needed. This should bring down the amount of inquiry requests.
  - B. Two dispatchers are leaving. One due to being hired as a Firefighter and another being hired as a dispatcher in Dane County, which is where she lives. Human Resources had been notified so we will be given a list of applicants to interview.
3. EMD Score Cards
  - A. It's part of an automated system and there are six categories to check. As of November 1, we have had a few minor glitches, but otherwise the system is doing fine.
  - B. We are to ask critical questions *then* we can ask personal questions and if the caller doesn't want to answer those questions-that's fine.
  - C. There was an incident where a woman complained that she was asked too many questions. After investigation it was determined that she called the Communications Center and was

asked the appropriate questions and then her call had to be transfer to another dispatch center who in-turn asked their own set of questions. This showed the Communications Center did not ask too many questions.

4. APCO Study

- A. APCO will be doing an independent study of the Communications Center. No date yet, but one will be set soon. Also, there is no time frame on how long they will be at the Communications Center.

5. September 13<sup>th</sup> Storm

- A. The Communications Center is still waiting for SBC's report on this storm regarding problems with the phones. SBC did inform us that they made changes to their phone system. Another method is needed to get in touch with one another i.e.: using a radio or special phone lines.
- B. The Communications Center receives land line calls only for our Agencies, but we receive wireless calls from the entire County. Most of the wireless calls that night needed to be transferred to other centers in the county as well as other Counties and that night those agencies were also extremely busy. We received on average twelve 911 calls at the same time for an hour period. Nobody can handle that amount of volume (and nobody did). We may need to approve more wireless trunks. This would be paid by Waukesha County. We pay monthly for those accounts.
- C. The Communications Center had 19 people working during the storm. If we receive more calls than dispatchers: 1) we would put non-emergency calls on hold and pick up 911 calls. Combine police talk group 1-2-3. (for the month of September 77% of 9-1-1 calls were wireless and 43% were transferred to other agencies); 2) we would call in more dispatchers; 3) dispatchers would also take calls. Overflow calls would be transferred to another dispatch center but in this case those centers were also busy; 4) Trunk overflow capability-minimum of two trunks. As Jeff Johnson pointed out, most calls are from cell phones and not land lines. Most homes now have wireless phones and that is why we get such a large volume of calls.
- D. It would cost an estimated one – two million dollars to set up more equipment (PSAPS) to answer their own wireless 9-1-1 calls. Dave Reed expressed concern that there are not enough lines to take all the calls. Dave questions if the Communication Center will have additional lines in 2006. Richard responded by stating we have to have the SBC report first. If we were to get more wireless trunks we would need more staff to answer them. We had 19 people on the floor for this storm and answered calls as quickly as possible.

6. Grant Money

- A. We should get a reply on the UASI grant money this week. It's believed that there isn't a lot of grant money that will be available next year. Norm Cummings has been working on putting together a bridge loan for agencies who don't have the resources to pay right away. Richard has not received any information on this.

7. IP Mobile

- A. Early quarter of 2006, is when the transferring over to the new system should take place. Specs for hardware are ready now. It will probably be with Spillman but IP Mobile said they can write up a contract/software.

8. Oct. 27, 2005 Urgent Meeting

- A. There were concerns that the County Executive wanted to go outside Protocols for decisions, but we have been assured that this is not so, and the Communications Center will stay with the Protocol procedures.
- B. It was expressed that the meeting took too long and that not enough was accomplished. It's not possible to discuss all subjects at one meeting.
- C. There was concern that too many questions were being asked and that some agencies wanted

the least amount of questions asked so their agency can be dispatched to the situation faster. It was unanimously decided that the EMD questions be asked because those questions provided more accurate information to the agencies and that provided better service. Dr. Mark Schultz, Medical Director of Waukesha Memorial Hospital, spoke on this at this meeting and strongly recommended the use of the EMD questions.

9. Quality Enhancement Team

- A. This team will keep Police and Fire Protocols informed on what they find as problems or make recommendations to any given situation. The Quality Enhancement Team must go through Protocols for solutions. This team will include people from Lacs, Brookfield, and the Sheriff's Department. This team will be able to get more in-depth than the Protocols. This team will be essential due to the fact that the members are actual dispatchers and call takers. The team leader is Scott Groenwoldt. Richard Tuma is not involved.

10. SOP Changes

- A. The SOP Telephones has been changed to remove silent calls to hang up calls.
- B. The SOP Officer/Firefighter/Paramedic Safety changes the times needed to check on an Officer, Firefighter and/or Paramedics.
- C. Steve Marks questioned if a detective can override being called if he/she is in an interview. It was decided that this would not be productive and that the detective must keep their radio on. Steve Marks then asked what would happen if the detective doesn't respond after the two hour call. It was stated that there was no other way to handle this. The detective must check their radio or inform their supervisor.
- D. The SOP When to use ALT was given conditional approval.
- E.

11. SOG Changes

- A. It was requested that a time line be established to respond to the requester in SOG's. A format is needed.

12. Meeting adjourned. Motion made by Deputy Chief Steve Marks and Seconded by Don Weimer and unanimously approved by Dispatch Operations Commission members to adjourn the meeting at 3:30 p.m.

Next Scheduled Meeting:  
**Waukesha County Communications**  
**Monday December 5, 2005**  
**Time: 13:00 to 15:00**  
Followed by  
**Monday January 9, 2006**  
**Time: 13:00 to 15:00**

**Minutes approved by:**

**Name:** \_\_\_\_\_  
**Commission Chair/Co-Chair**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_